

Appendix #2

Current Change Request Log and Change Requests

REMEDY ITSM 7.x

Appendix 2 - Current Change Request Log and Change Requests

These change requests represent CWO and other projects and tasks that were give priority over the Remedy ITSM Project. The Remedy staff assigned to ITSM were also assigned to CWO or other tasks causing delays to the ITSM Project.

As other changes are requested, they will follow the approved Remedy ITSM Project Request Approval Policy attached in Appendix 1 and will be added to this living document.

Current Change Requests approved as part of the CWO or ITSM projects affecting the ITSM schedule which were given priority and moved ahead of the ITSM project as of December 11, 2008:

1. CWO Project moved ahead of ITSM
2. Other tasks and/or small projects prioritized ahead ITSM
3. Items not brought up in business analysis (BA) or not programmed per BA that were prioritized and moved ahead of ITSM
4. CWO Wiring Project wiring team functionality and needs that were not brought up in the CWO business analysis and were moved ahead of ITSM
5. Fleet Interface not brought up during BA and was moved ahead of ITSM
6. Gap analysis between Remedy 6 & requested and moved ahead of other BA tasks
7. ITSM Phase II moved ahead of Phase I
8. Business Requirements requested which will delay some aspects of the project or could required modifications to parts of the project already completed

Kenneth Peterson, COO

Date

Darcie Trimble, Solutions Delivery Dir. /Acting Project Management Dir.

Date

Jim Matsumura, Services Delivery Director

Date

Russell Smith, Business Sponsor and Product Manager

Date

REMEDY ITSM 7.x

REMEDY ITSM - CHANGE REQUEST #1

Project Name: ITSM Remedy ITSM 7.x System	Date: November 27, 2007	Request #: 1 (Assigned by Project Manager)
Originator: Gae Lyn DeLand Title & Organization: Project Manager, DTS PMO Office		
Title or Short Name of Change: Postpone Remedy ITSM 7.x (ITSM) for the creation of the Communications Work Order System (CWO)		
Reason for Change (Include Business Benefit): The consolidation of the DET Communications Deployment Warehouse and the Wireless Parts units into the new Deployment Services group requires a re-evaluation of the processes currently used to bill labor and parts, and for inventory tracking and relief. This re-evaluation brought to light several issues and the changes needed to combine the two groups into one, create a common process for billing labor and parts, and for inventory tracking and control. Making these changes to the Radio Shop Application will also more closely align it with the planned Remedy 7.0 ITSM upgrade.		
Description of Change (attach any necessary documentation): Approved by Sponsor, Russell Smith, November 27, 2007		
Other Comments: Kathi will not be able to start Remedy ITSM until she completes the Business Analysis for CWO. Remedy ITSM will also be delayed further due to her "Remedy Administrator" role during the project. The entire ITSM team will not be able to work on the ITSM project until CWO has been completed.		
Success Criteria:		
Following areas to be completed by Remedy/Technical staff:		
Costs/Benefits /Impacts: (Include estimated budget, cost, time, resources, maintenance, risks, and schedule increases or decreases)		
Scope of Change: Project <input type="checkbox"/> Program <input type="checkbox"/> Foundation Data <input type="checkbox"/> Other X - ITSM will be delayed to do business analysis and create CWO system. Estimated 90 day delay.		
Attach additional documentation:		
Authorization Types (See PDD, pg. 21, Project Governance Framework) <input type="checkbox"/> Rigor 1 – Project Manager (Change functional data, e.g., standards, CIs) <input checked="" type="checkbox"/> Rigor 2 – Project Sponsor (Change scope, schedule, resources, FD) <input type="checkbox"/> Rigor 3 – RESC (Change configuration or customization)	Agreed by Remedy Administrator and/or Technical Team: Disposition Date:	
Agreed by Remedy Core Team: Disposition Date:	Agreed/Authorized by Project Manager – Gae Lyn DeLand: Disposition Date:	
Agreed/Authorized by Product Sponsor – Russell Smith: Disposition Date: July 1, 2007	Authorized by Remedy Executive Steering Committee: Disposition Date:	
Final Dispositions: Accepted X Not Accepted <input type="checkbox"/> Conditional Acceptance <input type="checkbox"/> List Conditions:		
Evaluations/Recommendations: CWO first priority and will be completed prior to ITSM		
Date Disposition Logged: <u>12/08/08</u> Date Requestor Notified of Disposition: _____		

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REMEDY ITSM 7.x

REMEDY ITSM - CHANGE REQUEST #2

Project Name: ITSM Remedy ITSM 7.x System	Date: 01/01/08 – 07/01/08	Request #: 2 (Assigned by Project Manager)
Originator: Gae Lyn DeLand Title & Organization: Project Manager, DTS PMO Office		
Title or Short Name of Change: Postpone Remedy ITSM 7.x (ITSM) to allow Kathi Ercanbrack & Remedy team do tasks that have been approved as priorities over ITSM.		
Reason for Change (Include Business Benefit): Kathi has been spending 3-5 hours a day doing Remedy support and administrative tasks. The Remedy team has spent 2-6 hours daily on non-ITSM tasks. This additional work continues to delay work on ITSM. Some of this is underestimating tasks; supporting HD staff in consolidating DTS help desk; supporting HD in the moving of operation's staff into regional support; researching, supporting and consolidating licensing issues; archiving; moving Tax's Remedy system, assisting Tax with programming, Remedy support, etc.		
Description of Change (attach any necessary documentation): Tasks approved by Sponsor, Russell Smith		
Other Comments: Remedy ITSM is being delayed due to the amount of time the Remedy team is spending on other Remedy projects. Kathi and David must support and help maintain the older systems besides trying to work on ITSM. They are not able to spend the amount of time originally estimated per day on ITSM. I spend a great deal of my time adding tasks and redoing the schedule to accommodate all of the delays and date changes. Rescheduling dates has put the project in a loop several times and required a lot of time to redo predecessor task numbers and new estimated dates.		
Success Criteria:		
Following areas to be completed by Remedy/Technical staff:		
Costs/Benefits /Impacts: (Include estimated budget, cost, time, resources, maintenance, risks, and schedule increases or decreases)		
Scope of Change: Project <input type="checkbox"/> Program <input type="checkbox"/> Foundation Data <input type="checkbox"/> Other X - Other tasks approved ahead of ITSM are delaying project.		
Attach additional documentation:		
Authorization Types (See PDD, pg. 21, Project Governance Framework) <input type="checkbox"/> Rigor 1 – Project Manager (Change functional data, e.g., standards, CIs) <input checked="" type="checkbox"/> Rigor 2 – Project Sponsor (Change scope, schedule, resources, FD) <input type="checkbox"/> Rigor 3 – RESC (Change configuration or customization)	Agreed by Remedy Administrator and/or Technical Team: Disposition Date:	
Agreed by Remedy Core Team: Disposition Date:	Agreed/Authorized by Project Manager – Gae Lyn DeLand: Disposition Date:	
Agreed/Authorized by Product Sponsor – Russell Smith: Disposition Date: Approved over several months 8/1/08	Authorized by Remedy Executive Steering Committee: Disposition Date:	
Final Dispositions: Accepted X Not Accepted <input type="checkbox"/> Conditional Acceptance <input type="checkbox"/> List Conditions:		
Evaluations/Recommendations: Tasks were approved at a higher priority than ITSM		
Date Disposition Logged: <u>12/08/08</u> Date Requestor Notified of Disposition: _____		

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REMEDY ITSM 7.x

REMEDY ITSM - CHANGE REQUEST #3

Project Name: ITSM Remedy ITSM 7.x System	Date: CWO CR dated September 16, 2008	Request #: 3 (Assigned by Project Manager)
Originator: Gae Lyn DeLand Title & Organization: Project Manager, DTS PMO Office		
Title or Short Name of Change: Postpone Remedy ITSM 7.x (ITSM) for changes and fixes to CWO		
Reason for Change (Include Business Benefit): CWO and ITSM use the same resources. Delays to CWO are again delaying ITSM. Changes to CWO include: 1. Issues not brought up during CWO Business Analysis (BA) were discovered during user training. 2. Some tasks were underestimated, and 3. QA testing found some areas of the CWO system were not compliant with the BA specifications and required reprogramming and testing.		
Description of Change (attach any necessary documentation): See CWO Change Request #1 dated September 16, 2008. Sponsor, Russell Smith and CWO Manager, Gordy Coles, approved changes and additional time for CWO July 1, 2008.		
Other Comments: Kathi has worked on ITSM Business Analysis along with CWO. However, it has delayed ITSM and will continue to as she will be interrupted to revise specifications, act as Remedy Administrator, etc. She has not been able to start FD.		
Success Criteria:		
Following areas to be completed by Remedy/Technical staff:		
Costs/Benefits /Impacts: (Include estimated budget, cost, time, resources, maintenance, risks, and schedule increases or decreases)		
Scope of Change: Project <input type="checkbox"/> Program <input type="checkbox"/> Foundation Data <input type="checkbox"/> Other X - ITSM has been and continues to be delayed several weeks to update documentation and enhance CWO system.		
Attach additional documentation:		
Authorization Types (See PDD, pg. 21, Project Governance Framework) <input type="checkbox"/> Rigor 1 – Project Manager (Change functional data, e.g., standards, CIs) <input checked="" type="checkbox"/> Rigor 2 – Project Sponsor (Change scope, schedule, resources, FD) <input type="checkbox"/> Rigor 3 – RESC (Change configuration or customization)	Agreed by Remedy Administrator and/or Technical Team: Disposition Date:	
Agreed by Remedy Core Team: Disposition Date:	Agreed/Authorized by Project Manager – Gae Lyn DeLand: Disposition Date:	
Agreed/Authorized by Product Sponsor – Russell Smith: Disposition Date: October 1, 2008	Authorized by Remedy Executive Steering Committee: Disposition Date:	
Final Dispositions: Accepted <input checked="" type="checkbox"/> Not Accepted <input type="checkbox"/> Conditional Acceptance <input type="checkbox"/> List Conditions:		
Evaluations/Recommendations: CWO changes have priority over ITSM		
Date Disposition Logged: 12/08/08 Date Requestor Notified of Disposition:		

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REMEDY ITSM - CHANGE REQUEST #4

Project Name: ITSM Remedy ITSM 7.x System	Date: CWO CR dated September 16, 2008	Request #: 4 (Assigned by Project Manager)
Originator: Gae Lyn DeLand Title & Organization: Project Manager, DTS PMO Office		
Title or Short Name of Change: Postpone Remedy ITSM 7.x (ITSM) for CWO wiring project		
Reason for Change (Include Business Benefit): CWO and ITSM use the same resources. Increased project delays to CWO are again delaying ITSM. Incorporating the wiring process was not brought up during initial CWO Business Analysis (BA).		
Description of Change (attach any necessary documentation): See CWO Change Request #2 dated September 16, 2008. Sponsor, Russell Smith approved changes and additional time for CWO on September 4, 2008.		
Other Comments: Kathi has worked on ITSM Business Analysis along with CWO. However, it has delayed ITSM and will continue to as she will be interrupted to revise specifications, act as Remedy Administrator, etc. She was not been able to start FD.		
Success Criteria:		
Following areas to be completed by Remedy/Technical staff:		
Costs/Benefits /Impacts: (Include estimated budget, cost, time, resources, maintenance, risks, and schedule increases or decreases)		
Scope of Change: Project <input type="checkbox"/> Program <input type="checkbox"/> Foundation Data <input type="checkbox"/> Other X - ITSM has been and will be delayed several weeks to do business analysis and create CWO wiring project. Attach additional documentation:		
Authorization Types (See PDD, pg. 21, Project Governance Framework) <input type="checkbox"/> Rigor 1 – Project Manager (Change functional data, e.g., standards, CIs) <input checked="" type="checkbox"/> Rigor 2 – Project Sponsor (Change scope, schedule, resources, FD) <input type="checkbox"/> Rigor 3 – RESC (Change configuration or customization)	Agreed by Remedy Administrator and/or Technical Team: Disposition Date:	
Agreed by Remedy Core Team: Disposition Date:	Agreed/Authorized by Project Manager – Gae Lyn DeLand: Disposition Date:	
Agreed/Authorized by Product Sponsor – Russell Smith: Disposition Date: October 10, 2008	Authorized by Remedy Executive Steering Committee: Disposition Date:	
Final Dispositions: Accepted X Not Accepted <input type="checkbox"/> Conditional Acceptance <input type="checkbox"/> List Conditions:		
Evaluations/Recommendations: CWO wiring is priority over ITSM		
Date Disposition Logged: <u>12/08/08</u> Date Requestor Notified of Disposition: _____		

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REMEDY ITSM 7.x

REMEDY ITSM - CHANGE REQUEST #5

Project Name: ITSM Remedy ITSM 7.x System	Date: CWO Fleet CR #3 dated September 22, 2008	Request #: 5 (Assigned by Project Manager)
Originator: Gae Lyn DeLand Title & Organization: Project Manager, DTS PMO Office		
Title or Short Name of Change: Postpone Remedy ITSM 7.x (ITSM) for Fleet interface.		
Reason for Change (Include Business Benefit): CWO and ITSM use the same resources. Creating the Fleet interface and changing some of the functionalities and responsibilities between Fleet and DTS were not part of the original project. Increased project delays to CWO are again delaying ITSM. Fleet interface wasn't brought up during initial CWO Business Analysis (BA).		
Description of Change (attach any necessary documentation): See CWO Change Request #3 dated September 23, 2008. Sponsor, Russell Smith approved changes and additional time for Fleet on September 23, 2008.		
Other Comments: Requires Kathi to conduct and document additional BA requirements.		
Success Criteria:		
Following areas to be completed by Remedy/Technical staff:		
Costs/Benefits /Impacts: (Include estimated budget, cost, time, resources, maintenance, risks, and schedule increases or decreases)		
Scope of Change: Project <input type="checkbox"/> Program <input type="checkbox"/> Foundation Data <input type="checkbox"/> Other X - ITSM has been and will be delayed several weeks to do business analysis and create the CWO- Fleet interface. The CWO project and other priorities inserted ahead of this project have resulted in delays to Remedy ITSM 7.x for over 10 months. This will add additional time. Attach additional documentation:		
Authorization Types (See PDD, pg. 21, Project Governance Framework) <input type="checkbox"/> Rigor 1 – Project Manager (Change functional data, e.g., standards, CIs) <input checked="" type="checkbox"/> Rigor 2 – Project Sponsor (Change scope, schedule, resources, FD) <input type="checkbox"/> Rigor 3 – RESC (Change configuration or customization)	Agreed by Remedy Administrator and/or Technical Team: Disposition Date:	
Agreed by Remedy Core Team: Disposition Date:	Agreed/Authorized by Project Manager – Gae Lyn DeLand: Disposition Date:	
Agreed/Authorized by Product Sponsor – Russell Smith: Disposition Date: September 23, 2008	Authorized by Remedy Executive Steering Committee: Disposition Date:	
Final Dispositions: Accepted <input checked="" type="checkbox"/> Not Accepted <input type="checkbox"/> Conditional Acceptance <input type="checkbox"/> List Conditions:		
Evaluations/Recommendations: CWO-Fleet interface is priority over ITSM		
Date Disposition Logged: <u>12/08/08</u> Date Requestor Notified of Disposition: _____		

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REMEDY ITSM 7.x

REMEDY ITSM - CHANGE REQUEST #6

Project Name: ITSM Remedy ITSM 7.x System	Date September 24, 2008	Request #: 6 (Assigned by Project Manager)
Originator: Gae Lyn DeLand Title & Organization: Project Manager, DTS PMO Office		
Title or Short Name of Change: ITSM Gap Analysis		
Reason for Change (Include Business Benefit): Decision made to define functionality of Remedy 6 and 7 and then do a complete Gap analysis between the two to help management better understand the system.		
Description of Change (attach any necessary documentation): FD will be delayed while Kathi does GAP Analysis. Sponsor, Russell Smith approved changes and additional time for GAP analysis		
Other Comments: Requires Kathi to document additional BA requirements.		
Success Criteria: Completed GAP analysis of the two Remedy versions in an easily understood format for management.		
Following areas to be completed by Remedy/Technical staff:		
Costs/Benefits /Impacts: (Include estimated budget, cost, time, resources, maintenance, risks, and schedule increases or decreases)		
Scope of Change: Project <input checked="" type="checkbox"/> Program <input type="checkbox"/> Foundation Data <input type="checkbox"/> Other <input type="checkbox"/>		
Attach additional documentation:		
Authorization Types (See PDD, pg. 21, Project Governance Framework) <input type="checkbox"/> Rigor 1 – Project Manager (Change functional data, e.g., standards, CIs) <input checked="" type="checkbox"/> Rigor 2 – Project Sponsor (Change scope, schedule, resources, FD) <input type="checkbox"/> Rigor 3 – RESC (Change configuration or customization)	Agreed by Remedy Administrator and/or Technical Team: Disposition Date:	
Agreed by Remedy Core Team: Disposition Date:	Agreed/Authorized by Project Manager – Gae Lyn DeLand: Disposition Date:	
Agreed/Authorized by Product Sponsor – Russell Smith: Disposition Date: October 9, 2008	Authorized by Remedy Executive Steering Committee: Disposition Date:	
Final Dispositions: Accepted <input checked="" type="checkbox"/> Not Accepted <input type="checkbox"/> Conditional Acceptance <input type="checkbox"/> List Conditions:		
Evaluations/Recommendations: GAP analysis approved.		
Date Disposition Logged: <u>12/08/08</u> Date Requestor Notified of Disposition: _____		

No field should be left blank – (use N/A if needed)

REMEDY ITSM 7.x

REMEDY ITSM - CHANGE REQUEST #7

Project Name: ITSM Remedy ITSM 7.x System	Date: September 16, 2008	Request #: 7 (Assigned by Project Manager)
Originator: Gae Lyn DeLand Title & Organization: Project Manager, DTS PMO Office		
Title or Short Name of Change: Switch ITSM Phases 1 & 2. (Change Management (CM), Configuration Management (CFM), and some of Configuration Management Database (CMDB) will now go in as Phase 2 while Service Desk/Incident Management (SD/IM), Service Desk/Problem Management (SD/PM), Service Request Management (SRM) and Service Level Management (SLM) will go in as Phase 1.)		
Reason for Change (Include Business Benefit): Management determined it would be an easier transition if Service Desk was installed first. Members of the Utah Remedy Users Group also recommended this approach.		
Description of Change (attach any necessary documentation): The processes in the two original phases will be switch. Those teams will work towards getting their tasks completed.		
Other Comments: We believe that CM, CFM, and CMDB teams can still do some work on their deliverables as the other teams are working towards the first phase implementation.		
Success Criteria: Successful implementation of the processes in the first phase.		
Following areas to be completed by Remedy/Technical staff:		
Costs/Benefits /Impacts: (Include estimated budget, cost, time, resources, maintenance, risks, and schedule increases or decreases) CM, CFM, and CMDB had completed their WBS meetings and were working to complete their deliverables. The WBS meetings for the new Phase 1 have been canceled as management believes they will not be necessary with the new business requirements documentation.		
Scope of Change: Project <input checked="" type="checkbox"/> Program <input type="checkbox"/> Foundation Data <input type="checkbox"/> Other <input type="checkbox"/>		
Attach additional documentation:		
Authorization Types (See PDD, pg. 21, Project Governance Framework) <input type="checkbox"/> Rigor 1 – Project Manager (Change functional data, e.g., standards, CIs) <input checked="" type="checkbox"/> Rigor 2 – Project Sponsor (Change scope, schedule, resources, FD) <input type="checkbox"/> Rigor 3 – RESC (Change configuration or customization)	Agreed by Remedy Administrator and/or Technical Team: Disposition Date:	
Agreed by Remedy Core Team: Disposition Date:	Agreed/Authorized by Project Manager – Gae Lyn DeLand: Disposition Date:	
Agreed/Authorized by Product Sponsor – Russell Smith: Disposition Date: September 16 2008	Authorized by Remedy Executive Steering Committee: Disposition Date:	
Final Dispositions: Accepted <input checked="" type="checkbox"/> Not Accepted <input type="checkbox"/> Conditional Acceptance <input type="checkbox"/> List Conditions:		
Evaluations/Recommendations: Switch Phase 1 and Phase 2 processes.		
Date Disposition Logged: <u>12/08/08</u> Date Requestor Notified of Disposition: _____		

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REMEDY ITSM 7.x

REMEDY ITSM - CHANGE REQUEST #8

Project Name: ITSM Remedy ITSM 7.x System	Date December 9, 2008	Request #: 8 (Assigned by Project Manager)
Originator: Gae Lyn DeLand Title & Organization: Project Manager, DTS PMO Office		
Title or Short Name of Change: Business Requirements		
Reason for Change (Include Business Benefit): Darcie Trimble would like the Remedy Business Analyst to conduct a complete business requirements analysis to define the requirements of the business users and help management and users better understand the benefits of Remedy ITSM 7.x. This Change Request replaces Change Request #6 to conduct a "gap analysis" for this purpose. The business requirements documentation will follow the format used for ChangePoint.		
Description of Change (attach any necessary documentation): As Kathi is the 'critical path', this will impact the Remedy ITSM schedule. The impact will not be known until an estimate is given for the estimated number of hours for the business requirements. The requirements are scheduled to be completed by March 16 to allow the BA time to complete the Foundation Data. Areas of Service Desk/Incident Management, Service Desk/Problem Management, Service Request Management and Service Level Management will be delayed until the Business Requirements are complete.		
Other Comments:		
Success Criteria: A completed document defining the business requirements in an easily understood format.		
Following areas to be completed by Remedy/Technical staff:		
Costs/Benefits /Impacts: (Include estimated budget, cost, time, resources, maintenance, risks, and schedule increases or decreases) DTS will have a complete set of business requirements although the BR will have an impact on the schedule. The impact is unknown at this time as the estimated hours for the BR has not been determined by the BA.		
Scope of Change: Project <input checked="" type="checkbox"/> Program <input type="checkbox"/> Foundation Data <input type="checkbox"/> Other <input type="checkbox"/>		
Attach additional documentation:		
Authorization Types (See PDD, pg. 21, Project Governance Framework) <input type="checkbox"/> Rigor 1 – Project Manager (Change functional data, e.g., standards, CIs) <input checked="" type="checkbox"/> Rigor 2 – Project Sponsor (Change scope, schedule, resources, FD) <input type="checkbox"/> Rigor 3 – RESC (Change configuration or customization)	Agreed by Remedy Administrator and/or Technical Team: Disposition Date:	
Agreed by Remedy Core Team: Disposition Date:	Agreed/Authorized by Project Manager – Gae Lyn DeLand: Disposition Date:	
Agreed/Authorized by Product Sponsor – Russell Smith: Disposition Date: October 8, 2008	Authorized by Remedy Executive Steering Committee: Disposition Date:	
Final Dispositions: Accepted <input checked="" type="checkbox"/> Not Accepted <input type="checkbox"/> Conditional Acceptance <input type="checkbox"/> List Conditions:		
Evaluations/Recommendations: Business Requirements approved.		
Date Disposition Logged: <u>12/08/08</u> Date Requestor Notified of Disposition: _____		

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REMEDY ITSM 7.x

REMEDY ITSM - CHANGE REQUEST LOG

CR #	Open/ Closed	Date	PRJ	Title	Originator	Resolution Date	Resolution
1	Closed	11/27/07	ITSM	ITSM postponed to create CWO	G. DeLand	09/01/08	CWO system completed; in operation
2	Closed	07/01/08	ITSM	ITSM postponed for CWO new tasks	G. DeLand	08/01/08	CWO new tasks completed; in operation
3	Closed	09/16/08	ITSM	ITSM postponed for CWO changes	G. DeLand	10/01/08	CWO changes completed; in operation
4	Closed	09/16/08	ITSM	ITSM postponed for CWO wiring	G. DeLand	10/01/08	CWO wiring completed; in operation
5	Closed	09/22/08	ITSM	ITSM postponed for CWO Fleet	G. DeLand	10/01/08	CWO Fleet completed; in operation (BA completed 8/21/08)
6	Closed	09/24/08	ITSM	Foundation Data on hold for GAP analysis	G. DeLand	10/09/08	GAP Analysis ended
7	Closed	09/16/08	ITSM	Switch Phases 1 & 2	G. DeLand	09/16/08	IM, PM, SRM & SLM will be installed prior to CM, CFM and CMDB
8	Open	11/05/08	ITSM	Scope increased for business requirements	G. DeLand		
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